Supplemental Lifeline Training YourTel America, Inc.

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Supplemental Lifeline Training

In addition to your standard Lifeline training documents please refer to this information, which will be updated as needed as we expand our markets. If you have any questions about this material or Lifeline policies and procedures please see your supervisor. In addition the audit and compliance departments are always available for questions and clarifications. Remember however that YourTel America maintains an open door policy and should you have any concerns you are always welcome to bring them to any member of management, senior management or executive management.

Customer Eligibility

To help you discuss and explain the Lifeline/Link Up application with the applicant, we have put together a checklist of items which can be used to help determine a customer's eligibility as outlined below. Please go through this checklist with each applicant.

| Potential | applicants: |
|-----------|-------------|
|-----------|-------------|

As a YourTel representative, you are the first line of responsibility to ensure that the customer is an eligible participant and that applications are filled in accurately.

Important Things to Remember:

Social Security Numbers

Some states will require a social security number or another customer identifying number (i.e., DSHS number). These are listed in each state mandated form and must be obtained. Please refer to the matrix blow for the correct way to handle a social security number in a particular state.

Duplicate Address

The rules of the Lifeline program only allow one Lifeline service per household. For example, this means the customer can have either a Lifeline discount on one wireless or one wireline service, but not both.

In the case where multiple households may be using the same address (i.e., a group home) you are responsible for informing the customer of the rule. In most cases there will be a unit number, bed number or apartment number. These must be included in the address. Should an applicant claim they are separate households it is your responsibility to know your neighborhoods and customers and reject an applicant where you believe they are not properly meeting the rules. Similarly, applicants with the same name and address must also be rejected.

Beneficiary Name

An applicant may use the benefits of a dependent to qualify for the Lifeline program should the dependent reside in the household. In many states the state mandated form has a field for name of the Qualifying Beneficiary and should be completed if the situation applies.

LIFELINE POLICIES

<u>Usage Non - Activity Policy</u>

A customer will no longer be eligible for a Lifeline discount if they do not use the service for a specified period of time, usually 60 or 90 days.

Once an account has been moved to a non-usage status, the subscriber has up to 30 days to re-enroll by contacting the company. If a customer does not re-enroll or call a customer service representative within 30 days of the de-enrollment, the phone service will be deactivated (any airtime will be lost). Note: A subscribers must provide proof of eligibility and pay an activation fee to re-enroll in the wireless Lifeline program. Usage can be: making or receiving a call, making or receiving a text message, checking a voicemail message, checking airtime balance, downloading content, data usage, or adding airtime.

Link Up Discount

A customer may only receive the Link Up discount once at any address. For example, should a customer receive a Link Up discount for Lifeline wireline service then disconnect that service and subsequently sign up for a Lifeline wireless account at the same address, they are responsible for paying the full amount of the service activation fee.

They can only receive the Link Up discount again if they have moved and are starting new service and that new address.

Please note that subscribers are responsible to pay any remaining portion of the activation fee not covered by Link-Up. Subscribers are solely responsible to pay for the entire activation fee if they are not eligible for Link-Up. Activation fees due by the subscriber may be deferred over a period of 12 months (balance at time of activation divided by 12 and billed monthly).

The matrix below is to be used as a quick reference guide for the applicable rules by state:

| State | In Service Date | Tribal Areas Served/Rate Plan | Rate Plan | Certification | Social Security Number Required | Verification | Usage Non-Activity Policy (defined below) | Notes |
|--------------|--------------------|-------------------------------------|-------------------------------------|--|---|---|--|---|
| Oklahoma | 8/18/2011 | Yes | Unlimited - \$6.20 1000 - \$1 | SP | NR | Annually contact the customer for re- certification | Not applicable as we are billing customers | |
| Illinois | 3/24/2011 | No | 250 | S | 9 | Annually contact the customer for re- certification | 60 days without usage | |
| Kansas | 6/10/2009 | No | 250 | SP | NR | Annually contact the customer for re- certification | 60 days without usage | |
| Maine | 9/14/2011 | No | 68,125,250 | S | O = Either Welfare ID number or 9 digit SSN | See Notes | 60 days without usage | Annually we will need to generate a list of our customers who are receiving Lieline or Link Up benefits and submit that list to the Maine Department of Human Services for eligibility verification. |
| Missouri | 7/16/2011 | No | 250 | SP | NR | Annually contact the customer for re- certification | 60 days without usage | |
| Pennsylvania | 9/14/2011 | No | 68, 125, 250 | 0 | 0 | See Notes | 60 days without usage | Certification: Via the Department of Public Welfare for Low Income programs other than the Free Lunch Program (<u>SS# Required</u>). If signed up via Free Lunch program then KP. If sign up via Income Based then SP. Verification: Verify the continued eligiblity of a statistically valid sample of customers by first cross checking DPW's database of eligible customers. Recertify in accordance with FCC 47 CFR Section 54.410 (sampling procedures). |
| Rhode Island | 7/26/2011 | No | 250 | KP | NR | See Notes | 90 days without usage | Can request a SS in this State but can not deny service if customer chooses not to provide. |
| Washington | 6/16/2011 | Yes | 205, 1000-Tribal Plan | S | NR | Annually contact the customer for re- certification See Notes | 60 days without usage | An annual statistically valid random sample with collection of copies of proof documents. Results of the survey will go to USAC as well as the Washington Commission. |
| | | | | S = Self- Certification, SP=See Proof, KP=Keep Proof, O = Other see notes | NR = Not Required, 9 = Full 9 Digits, 4 = Last 4 Digits, O= Other see notes | | | |

STATE ELIGIBLE PROGRAMS

The following is a current list of eligible programs by state:

ILLINOIS

Federal Housing Assistance or Section 8

IL Health Connect a/k/a Medicaid

Low Income Home Energy Assistance Program (LIHEAP)

National School Lunch Program

Supplemental Nutrition Assistance Program (SNAP) f/ka Food Stamps

Supplemental Security Income

Temporary Assistance for Needy Families

KANSAS

Bureau of Indian Affairs General Assistance

General Assistance

Head Start (must meet income qualifying standard)

Low Income Home Energy Assistance Program (LIHEAP)

Medicaid

National School Lunch Program's Free Lunch Program

Supplemental Nutrition Assistance Program (SNAP) Food Stamps

Temporary Assistance for Needy Families

Tribal Administered Temporary Assistance for Needy Families

Section 8 Housing Assistance

Supplemental Security Income

United Tribes Food Distribution Program

Income Based - 150% of the Federal Poverty Guidelines

MAINE

Emergency Assistance Program

Home Energy Assistance Program (HEAP)

Medicaid (including expanded Maine Medicaid)

Supplemental Nutrition Assistance Program (SNAP) Food Stamps

Supplemental Security Income (SSI)

Temporary Assistance for Families (TANF)

MISSOURI

Supplemental Security Income

MO Healthnet f/k/a Medicaid

Temporary Assistance for Needy Families

Supplemental Nutrition Assistance Program (SNAP) Food Stamps

National School Lunch Program

Low Income Home Energy Assistance Program (LIHEAP)

Federal Housing Assistance or Section 8

OKLAHOMA

Supplemental Security Income (SSI)

Food Distribution Program on Indian Reservations

Vocational Rehabilitation (including aid to the hearing impaired)

Tribal Administered Temporary Assistance for Needy Families

Temporary Assistance for Needy Families

Oklahoma Sales Tax Relief

National School Lunch Program's Free Lunch Program

Medical Assistance (Medicaid/Sooner Care)

Low Income Home Energy Assistance Program

Head Start (must meet income qualifying standard)

Food Stamps / SNAP

Federal Public Housing Assistance

Bureau of Indian Affairs General Assistance

PENNSYLVANIA

Temporary Assistance for Families (TANF or Cash)

Supplemental Security Income (SSI)

Supplemental Nutrition Assistance Program (SNAP) f/k/a Food Stamps

National School Lunch Program's Free Lunch Program

Low Income Home Energy Assistance Program (LIHEAP)

General Assistance (Cash Program)

Medical Assistance

Federal Public Housing Assistance

Income Based - 135% of the Federal Poverty Guidelines

RHODE ISLAND

Temporary Assistance for Needy Families

Supplemental Security Income

Supplemental Nutrition Assistance Program (SNAP) Food Stamps

Rhode Island Pharmaceutical Assistance to the Elderly

Medicaid

Low-Income Home Energy Assistance Program (LIHEAP)

General Assistance

Family Independence Program

Aid from the Rhode Island Medical Assistance Program

WASHINGTON

Tribally Administered Temporary Assistance for Needy Families

Temporary Assistance for Needy Families

State Supplemental Security Income

State Family Assistance

Refugee Assistance

National School Lunch Program's Free Lunch Program

Medical Assistance (Including Medicare cost sharing programs)

Medicaid

Head Start Program (must meet income qualifying standard)

Food Assistance (Including SNAP)

Disability Lifeline(formerly General Assistance)

Community Options Programs Entry System (COPES)

CHORE Services

Bureau of Indian Affairs General Assistance

Income Based - 135% of the Federal Poverty Guidelines